

HAVERSTOCK & OWENS LLP  
162 North Wolfe Road  
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Customer Number 28960

MAIL STOP NEW PATENT APPLICATION  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Attorney Docket No.: WHTPJ-00301

NEW APPLICATION TRANSMITTAL

Sir:

Transmitted herewith for filing is the patent application of Inventor: Yves Jean Caseau

Title: **DECLARATIVE ACD ROUTING WITH SERVICE LEVEL OPTIMIZATION**

CERTIFICATION UNDER 37 CFR § 1.10

I hereby certify that this New Application and the documents referred to as enclosed herein are being deposited with the United States Postal Service on this date, September 4, 2003, in an envelope bearing "Express Mail Post Office To Addressee" Mailing Label Number EL967843569US addressed to: **PATENT APPLICATION**, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Francis Guerra  
(Name of Person Mailing Paper)

Signature

Enclosed are:

1. The papers required for filing date under CFR § 1.53(b):  
23 Pages of Specification (including claims); 3 Sheet(s) of Drawings.  
X Formal  
- Informal
2. X Declaration or Oath (Combined with Power of Attorney)
3. X Power of Attorney (Combined with Declaration)
4. X Assignment of the Invention to White Pajama, Inc. (including Form PTO-1595).
5. Fee Calculation  
- Amendment changing number of claims or deleting multiple dependencies is enclosed.

CLAIMS AS FILED

	Number Filed	Number Extra	Rate	Basic Fee
				\$750.00
Total Claims	40 - 20 =	20	\$18.00	360.00
Independent Claims	3 - 3 =	0	\$84.00	0.00
Multiple Dependent claim(s), if any			\$280.00	0.00
			Filing Fee Calculation	\$1,110.00

6. X Applicants are entitled to small entity status  
50% Filing Fee Reduction (if applicable) \$555.00
7. Other Fees  
X Assignment Recordation Fee \$40.00  
- Other 0.00  
**TOTAL FEES ENCLOSED \$595.00**
8. Payment of Fees  
X Check in the amount of \$595.00 (\$555.00 for basic filing fee plus \$40.00 for assignment recordation filing fee) enclosed.
9. X Authorization to Charge Additional Fees  
The Commissioner is hereby authorized to charge any additional fees (or credit any overpayment) associated with this communication and which may be required under 37 CFR § 1.16 or § 1.17 to Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**
10. X Request for Non-Publication
11. X Return Receipt Postcard

Dated: September 4, 2003

By: Thomas B. Haverstock  
Name: Thomas B. Haverstock  
Registration No.: 32,371

22264 U.S. PTO  
10/656577  
09/04/03

PATENT

Attorney Docket No.: WHTPJ-00301

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit:
Yves Jean Caseau	)	Examiner:
Serial No.:	)	<b>REQUEST FOR NON PUBLICATION OF</b>
Filed: herewith	)	<b>APPLICATION UNDER 35 U.S.C. §122(b)</b>
For: <b>DECLARATIVE ACD ROUTING</b>	)	162 North Wolfe Road
<b>WITH SERVICE LEVEL</b>	)	Sunnyvale, California 94086
<b>OPTIMIZATION</b>	)	(408) 530-9700

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450


Sir:

I hereby certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing.

I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-4-03

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicant